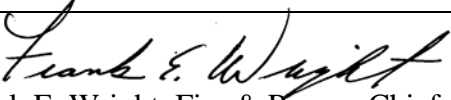




COMMUNITY RELATIONS

SUBJECT	Personnel Inquiry/ Complaint Procedure
REFERENCE NUMBER	CR-06-03
EFFECTIVE DATE	January 01, 2006
Signature of Approval	 Frank E. Wright, Fire & Rescue Chief

TO: All Fire and Rescue Department Personnel

FROM: Capt. Frank Moore

In order to limit the legal liabilities of the individual stations, the Department, and the City, the following procedures shall be applied to all inquiries and complaints received by the Department involving Department personnel.

- * The individual receiving the inquiry/complaint shall record the name, address, and telephone number of the caller (complainant), and advise that an officer of the Department will re-contact the caller as soon as possible.
- * The individual receiving the inquiry/complaint shall immediately contact the career Duty Officer and provide information regarding the caller and the inquiry /complaint.
- * The duty Officer shall contact the complainant as soon as possible and obtain or verify the information regarding the inquiry/complaint. The information, along with any actions performed by the Duty Officer, shall be logged on a FIRE AND RESCUE DEPARTMENT – INSPECTION /VIOLATION FORM, for later assignment of a complaint number by administrative personnel.
- * In the event the inquiry/complaint is in regard to a criminal offense or an event of endangerment to the public or other department members, proper legal authorities are to be immediately contacted. ECC personnel should also be instructed to immediately contact the Fire and Rescue Chief and Operations Captain. If the Duty Officer deems necessary, he may temporarily remove the person against whom the complaint has been lodged from any and all functions of the Department, until he receives further instruction from higher ranking officers.
- * If the inquiry/complaint has been made against a volunteer member of the Department, the chief of that member's station and the Fire Chief, or their designees in their absence, shall be notified as soon as possible about the inquiry/complaint. Together, these persons will work to have the matter resolved.

- * If the inquiry/complaint has been made against a career member of the Department, the Station Lieutenant shall be notified as soon as possible on his next working day. If the career member was removed from his or her work duties, the Station Lieutenant shall be contacted immediately.
- * Written results and findings of the complaint investigations will be forwarded to the Department's administrative office for filing in the complaints file and, when applicable, in the member's personnel file.

It is imperative that all personnel understand that every inquiry and complaint must be investigated, in order to ensure that safety, legal issues, and moral standards are upheld by this Department. It is the goal that all persons be treated equitably and fairly, and all complaints will be investigated for validity. To reach that point, any actions taken regarding inquires/complaints shall be kept confidential by all persons involved. All members of the Department are accountable for their actions. The Department is responsible for administering policy to maintain consistency.